Rest Easy Hotel group was created to manage the portfolio of hotels in and around South Africa. It is an empowerment group that has purchased hotels and many of them in the past were privately owned hotels. The hotels all seem to be quite different in the facilities that they offer as well as in their appearance but despite all the differences what the Rest Easy Hotel group prioritises the most is the interaction that they have with their customers, and that it should be the same at every hotel.

The Rest Easy Hotel group is currently using a problematic system. The “chit” system - This is a particular system for handling charges and is problematic because it has high potential for unintentional error and fraud (Zhang et al., 2019). A system of this nature could chase away current and potential guests from booking with the hotel or the hotel may be well on its way of being bankrupt if the “chit” system isn’t discontinued or updated! This would affect the image of the Hotel group; the reputation of this hotel group would be affected and no one would want to associate themselves with them. Also the documents are often difficult to read and on occasions are “doctored” by unethical members of staff. It is also not a credible way of handling charges because it can be cheated by unethical members of staff for favours etc.